

## **SO Interview**

**Tell me the types of digital devices you are familiar with and how often you use them.**

Smartphone

**Which features, software, or applications do you use your mobile phone for?**

WhatsApp and YouTube

**So far how was the integration process for you? What does integration mean for you?**

Integration is harder for me

If it wasn't for my wife, I wouldn't stay here

I like the lifestyle of my community

European lifestyle and culture are not for me

Communal life preferred

Friendship, cultural festivals, family are important for me

I miss a lot of things

I can't go and visit my family in Eritrea

If I do I will lose my status here and may be arrested in Eritrea

Was a soldier for 9 years

Not national yet

So far, I don't try much to integrate

I live my own life

I live in my own world

Because I can't go to Eritrea I go to Addis Ababa and Kampala twice a year to spend time with friends and relatives

I have one life, so why waste trying and working on something I don't believe in

My hope is the political cancer in Eritrea and Ethiopia will go away soon

And we live peacefully

We have the resources, we have beautiful weather, that was heaven to me

**How do you use digital technologies in your everyday life? Have digital skills played a role in your integration process? If so, can you elaborate on how?**

Only use WhatsApp and YouTube

Technology is not for me

**Do you feel that digital technologies have helped or hindered your integration into Dutch society? Can you provide specific examples?**

Honestly, I don't even try to integrate

I know I won't be living here

**How do you currently use digital technologies to access information about your rights and obligations as a refugee in the Netherlands?**

**Have you used any digital tools or resources to learn Dutch or other languages? How effective have these been?**

I just attended a course

**Have you encountered any challenges using digital technologies in the Netherlands, such as language barriers or lack of access to technology? How have you overcome these challenges, if at all?**

**Do you use any online platforms or apps to connect with other refugees or people from your home country? How has this affected your sense of community and belonging in the Netherlands?**

WhatsApp

I like Rotterdam - a community of Eritreans is strong there

Cafes, bars, and events

**Have you had the opportunity to interact with Dutch people or participate in Dutch social events? Have you used any digital tools or platforms to connect with Dutch people or participate in Dutch social events?**

No

**Have you been able to find employment since arriving in the Netherlands? If not, what are the challenges you face in finding a job?**

Yes, driver - a Van

**Have you used any online platforms or resources to search for job opportunities?**

**Have you received any support or training to develop digital skills related to job search or job performance?**

**Do you feel that digital skills are important in accessing basic services in the Netherlands? Have you used any digital tools or resources to help you navigate the Dutch system and access these services?**

**Have you faced any challenges in accessing basic services such as healthcare, education, or housing in the Netherlands?**

My wife came here before me

She knows how the system works

I don't do or connect with any organization, she does that for us

**Have you had any opportunities to attend digital skills training programs or workshops in the Netherlands? If so, can you describe your experience and how it has benefited you?**

No

**Are there any specific digital skills or areas of knowledge that you feel would be particularly valuable for your integration into Dutch society? Why?**

**What kind of support or resources do you think would be beneficial in helping refugees like yourself in the Netherlands improve their digital skills and enhance their integration?**

Training

Mental health support

Recognize me as a person who can do something, who has a potential,